

**Fairfax County Neighborhood and Community Services (NCS)
2019 Customer Satisfaction Surveys
Methods Report**

Prepared by the Center for Survey Research, University of Virginia

Overview

In the summer of 2019 Fairfax County (Va.) contracted with the Center for Survey Research (CSR) at the University of Virginia for technical services to field and tabulate surveys about customer satisfaction regarding various services offered by the county. The work was sponsored and paid for by Fairfax County Neighborhood and Community Services (NCS) using county funds.

Customers of five county services were surveyed. By definition, these customers are those eligible to use the five county services under study, with the populations of interest heavily concentrated in Fairfax County. The project began May 21, 2019 and concluded September 20, 2019.

For more information from NCS about the studies, contact Kristen Lasich at Kristen.Lasich@FairfaxCounty.gov or 703-324-5626. For more information from CSR about the study methodology, contact Kara Fitzgibbon at karaf@virginia.edu or 434-243-5224.

Sampling

CSR drew scientific random samples from lists of customers of Senior Centers and Human Services Transportation. The lists were provided to CSR by NCS. The lists included names and mailing addresses. The sampled customers were surveyed by mail and web by CSR.

CSR drew samples of 500 Senior Center customers (out of 5,373) and 500 Human Services Transportation customers (out of 1,293). Both the Senior Center sample and the Human Services Transportation sample were drawn as a simple random sample from the respective customer lists. Both samples were drawn using the Excel random number generator. All cases in the samples were assigned a unique study identification number. Samples were loaded into the Qualtrics web survey system to support the choice of modes offered to the customers – web and mail.

Customers of Community Centers, Teen Centers and Technology Centers were intercepted by county staff at selected locations and interviewed or asked to fill out a questionnaire at that time. No list or probability sampling was used for these three studies. Questionnaires were administered on-site by staff at the centers during July and August, 2019. Each site was asked to submit a certain number of completed questionnaires based on the center's size – centers with larger numbers of customers were asked to complete more questionnaires than smaller sites. Staff were given basic guidelines for sampling; for example, they were asked to spread

Fairfax Neighborhood and Community Services 2019 Customer Satisfaction Survey

distribution across days and times of the day, and to aim for a mix of ages (when appropriate), genders, and races/ethnicities. Participants or staff completed the questionnaire on paper or online via a weblink provided by CSR. 2019 was the first year that a web version of the survey was made available for these three groups; however, nearly all participants completed the paper questionnaires on their own and returned them to staff. Questionnaires collected by the county were sent to CSR for data entry and analysis.

Questionnaires

The five questionnaires used in the study were similar to one another, but tailored to each specific customer population. The 2019 questionnaires were very similar to the 2018 questionnaires, but they did deviate in a few ways. In the 2019 versions, a url and unique access code to the web-based version of the survey was added at the top of each paper questionnaire. In the 2019 questionnaire, respondents were asked to report their gender and response categories were expanded to include an “Other” write-in option.

CSR formatted the paper version of each questionnaire and set up web-based versions of each in Qualtrics. The study was carried out in English only; no other languages were available to respondents. Copies of the paper versions of each questionnaire can be found at the end of this report.

Data Collection

Task	Service Type				
	HST	SC	CC	TC	Tech
Receive sampling frame	7/11/2019	7/8/2019	na	na	na
Load sample	7/16/2019	7/9/2019	na	na	na
Mail advance letter	7/19/2019	7/19/2019	na	na	na
Launch web	7/19/2019	7/19/2019	na	na	na
Mail survey packet #1	8/5/2019	8/5/2019	na	na	na
Start face-to-face data collection	na	na	7/2019	7/2019	7/2019
Mail thank-you/reminder postcard	8/28/2019	8/28/2019	na	na	na
Close face-to-face data collection	na	na	8/2019	8/2019	8/2010
Close mail and web data collection	9/13/2019	9/13/2019	na	na	na
Complete data entry	9/18/2019	9/18/2019	9/18/2019	9/18/2019	9/18/2019
Complete data verification/cleaning	9/19/2019	9/19/2019	9/19/2019	9/20/2019	9/20/2019
Deliver data tables	9/20/2019	9/20/2019	9/20/2019	9/20/2019	9/20/2019

below shows the key dates for conducting the study across all five surveys. Data collection for HST and SC was open from July 19 to September 13, 2019. Data collection for CC, TC, and Tech occurred between in July and August, 2019. As seen in Table 1, HST and SC sample members were mailed an advance letter, an initial questionnaire packet, and a thank you/reminder postcard. The advance letter, which was signed by Christopher Leonard, Director of NCS, both notified participants that they would receive a mailed paper questionnaire and

directed participants to a custom url to take the survey online if they preferred. The first questionnaire packet included a cover letter, signed by Kara Fitzgibbon, Senior Project Coordinator at CSR, which again referred participants to the online questionnaire. The packet also contained a paper version of the questionnaire and a return envelope with prepaid postage to return the completed questionnaire.

Table 1: Data Collection Process and Key Dates

Task	Service Type				
	HST	SC	CC	TC	Tech
Receive sampling frame	7/11/2019	7/8/2019	na	na	na
Load sample	7/16/2019	7/9/2019	na	na	na
Mail advance letter	7/19/2019	7/19/2019	na	na	na
Launch web	7/19/2019	7/19/2019	na	na	na
Mail survey packet #1	8/5/2019	8/5/2019	na	na	na
Start face-to-face data collection	na	na	7/2019	7/2019	7/2019
Mail thank-you/reminder postcard	8/28/2019	8/28/2019	na	na	na
Close face-to-face data collection	na	na	8/2019	8/2019	8/2010
Close mail and web data collection	9/13/2019	9/13/2019	na	na	na
Complete data entry	9/18/2019	9/18/2019	9/18/2019	9/18/2019	9/18/2019
Complete data verification/cleaning	9/19/2019	9/19/2019	9/19/2019	9/20/2019	9/20/2019
Deliver data tables	9/20/2019	9/20/2019	9/20/2019	9/20/2019	9/20/2019

Data Processing

Mailings for the HST and SC studies were manually tracked in a FileMaker file database that was used to generate the mailings. All of the data for the five surveys that were received on paper forms were entered into the Qualtrics system. CSR tracked the mode (paper or web) by which respondents completed the survey for the HST and SC studies. All respondents for the CC and Teen studies completed the survey by the same mode – face-to-face self-administered paper questionnaire. One Tech respondent completed the survey on the web, all others completed via face-to-face self-administered on paper.

For data validation, a random sample was drawn from the completed cases for each of the five studies. At least 10% of completed questionnaires from each study were reviewed for data quality and any data entry errors that were observed were corrected – this review process was not necessary for those cases that were completed in Qualtrics by the respondent. No systematic errors were observed during validation.

Using the validated data, CSR cleaned the HST and SC data to remove any invalid or unusable partial cases. After cleaning, CSR prepared a labeled version of the dataset for each of the five studies in Excel format, which were accompanied by a data dictionary corresponding to each dataset. The final data were not weighted.

Additionally, CSR prepared data tables containing frequencies and means for each study overall, as well as crosstabulation tables showing results by demographic variables for each study.

Responses, Response Rates and Margin of Error

The number of usable responses received in the studies ranged from 86 customers of Human Services Transportation (HST) to 158 customers of Senior Centers (SC). The CC, TC and Tech surveys were not carried out using probability samples; therefore, no response rates or margins of error can be calculated for those studies. The response rate for the HST study was 17.2% and for the SC study it was 32.0%¹. The margin of error at the 95% level of confidence for questions answered by all respondents in the HST study is +/- 10.2% and the margin of error is +/- 7.7% for the SC study. These calculations include the effect of the finite population correction, which can improve sampling error calculations when a relatively large proportion of the population under study completes the questionnaire. Note that margins of error will be larger when subsets of the data are being considered, or when looking at questions not answered by all respondents. In contrast, they will be smaller when the distribution of the question under consideration is skewed from 50-50. See Table 2 for a summary of this information.

Table 2: Responses, Response Rates and Margin of Error (where applicable)

Statistic	Service Type				
	HST	SC	CC	TC	Tech
Number in population	1293	5373	na	na	na
Number in sample	500	500	na	na	na
Number of usable responses	86	158	151	157	157
Response rate	17.2%	32.0%	na	na	na
Margin of error	+/- 10.2%	+/- 7.7%	na	na	na

Table 3 (below) shows the specific disposition outcomes for the sampled cases in the HST and SC studies. As seen in the table, the HST sample contained one ineligible case, and the SC sample contained six ineligible cases. These cases reflect individuals who reached out to CSR to indicate they had either moved out of state, were unable to participate due to illness, are no longer customers or they asserted they had never used the services. An additional nine cases across the two samples were deemed unusable as they did not contain an adequate number of answers to substantive questions regarding NCS services.

Table 3: Disposition codes for HST and SC studies

Disposition	HST		SC	
	N	%	N	%
Completed usable survey by web	28	5.60%	55	11.00%

¹ Response rates include undeliverable mail in the base of the calculation in keeping with principles for conducting surveys of known individuals. See the American Association for Public Opinion Research (AAPOR) for more at <http://www.aapor.org/AAPORKentico/Communications/AAPOR-Journals/Standard-Definitions.aspx>.

Fairfax Neighborhood and Community Services 2019 Customer Satisfaction Survey

Completed usable survey by paper	58	11.60%	103	20.60%
Partial complete or unusable survey	1	0.20%	8	1.60%
Refused	1	0.20%	1	0.20%
Undeliverable mail	78	15.60%	24	4.80%
Ineligible/unable to participate/deceased	1	0.20%	6	1.20%
No contact	332	66.40%	303	60.60%
Received response after data closed	1	0.20%	0	0.00%
Total	500	100.00%	500	100.00%

See the following pages for copies of the paper versions of the five questionnaires.

Customer Satisfaction Survey Senior Centers

Fairfax County Department of Neighborhood and Community Services (NCS) would like your opinion about the services provided to you at its **senior centers**. The purpose of this research is to help us improve our services to you and other people like you. Your answers are voluntary, but your opinions are very important. Your response will be completely confidential. Please take 10 minutes to help us out.

*If you prefer to complete the survey online, you can access the questionnaire at:
<https://csr.coopercenter.org/NCS2019SC>
Your survey code number is: [CSRID]*

- | | | | | | | | | | | | | | | | | |
|--|---|-----------------|----------------|-----------------|-----------|---------------|---------------|-------------|--------------|----------|---------------|-------------|--------------|---------------------|-----------|--|
| <p>1. Which best describes your participation in programs at the senior centers? (Choose only one answer)</p> <p>1 Occasional (e.g. special events, every once in a while)</p> <p>2 Seasonal (e.g. summer only, class)</p> <p>3 Regular (e.g. year-round)</p> | <p>2. Which senior center do you primarily use? (Choose only one answer)</p> <table style="width: 100%; border: none;"> <tr> <td>1 Bailey's</td> <td>6 South County</td> <td>11 Pimmit Hills</td> </tr> <tr> <td>2 Herndon</td> <td>7 Hollin Hall</td> <td>12 Providence</td> </tr> <tr> <td>3 James Lee</td> <td>8 Kingstowne</td> <td>13 Sully</td> </tr> <tr> <td>4 Lewinsville</td> <td>9 Lincolnia</td> <td>14 Wakefield</td> </tr> <tr> <td>5 Little River Glen</td> <td>10 Lorton</td> <td></td> </tr> </table> | 1 Bailey's | 6 South County | 11 Pimmit Hills | 2 Herndon | 7 Hollin Hall | 12 Providence | 3 James Lee | 8 Kingstowne | 13 Sully | 4 Lewinsville | 9 Lincolnia | 14 Wakefield | 5 Little River Glen | 10 Lorton | |
| 1 Bailey's | 6 South County | 11 Pimmit Hills | | | | | | | | | | | | | | |
| 2 Herndon | 7 Hollin Hall | 12 Providence | | | | | | | | | | | | | | |
| 3 James Lee | 8 Kingstowne | 13 Sully | | | | | | | | | | | | | | |
| 4 Lewinsville | 9 Lincolnia | 14 Wakefield | | | | | | | | | | | | | | |
| 5 Little River Glen | 10 Lorton | | | | | | | | | | | | | | | |

3. **Please consider all of your experiences in the past year with the senior centers. Using a 10-point scale on which "1" means "very dissatisfied and 10 means "very satisfied," how satisfied are you with the following services?** (Circle one answer for each item)

	Very Dissatisfied					Very Satisfied					
	1	2	3	4	5	6	7	8	9	10	
Computer Labs	1	2	3	4	5	6	7	8	9	10	N/A
Exercise/Fitness/Health Programs	1	2	3	4	5	6	7	8	9	10	N/A
Sports Programs	1	2	3	4	5	6	7	8	9	10	N/A
Dance/Drama/Arts Programs	1	2	3	4	5	6	7	8	9	10	N/A
Community Events	1	2	3	4	5	6	7	8	9	10	N/A
Field Trips	1	2	3	4	5	6	7	8	9	10	N/A
Self-Directed Activities	1	2	3	4	5	6	7	8	9	10	N/A

4. **Please consider all of your experiences in the past year with the senior centers. Using a 10-point scale on which "1" means "very dissatisfied and 10 means "very satisfied," how satisfied are you with the following items?** (Circle one answer for each item)

	<u>Very Dissatisfied</u>					<u>Very Satisfied</u>					
Selection of programs and services	1	2	3	4	5	6	7	8	9	10	don't know
Facility appearance and cleanliness	1	2	3	4	5	6	7	8	9	10	don't know
Facility safety	1	2	3	4	5	6	7	8	9	10	don't know
Condition of equipment	1	2	3	4	5	6	7	8	9	10	don't know
Availability of equipment	1	2	3	4	5	6	7	8	9	10	don't know
Access to computer technology	1	2	3	4	5	6	7	8	9	10	don't know
Ability to be involved in planning new activities and programs	1	2	3	4	5	6	7	8	9	10	don't know
Volunteer opportunities/experiences	1	2	3	4	5	6	7	8	9	10	don't know
Community Service/Advisory Council	1	2	3	4	5	6	7	8	9	10	don't know

5. Please consider all of your experiences in the past year with the senior centers' staff. Using a 10-point scale on which "1" means "very dissatisfied and 10 means "very satisfied," how satisfied are you with the staff? (Circle one answer for each item)

	<u>Very Dissatisfied</u>					<u>Very Satisfied</u>					
Responding to you in a timely manner	1	2	3	4	5	6	7	8	9	10	don't know
Treating you with respect	1	2	3	4	5	6	7	8	9	10	don't know
Listening and acting on your ideas	1	2	3	4	5	6	7	8	9	10	don't know
Resolving complaints	1	2	3	4	5	6	7	8	9	10	don't know

Continued on back



6. We would now like you to rate your overall satisfaction with the senior centers. (Circle one answer)

<u>Very Dissatisfied</u>							<u>Very Satisfied</u>		
1	2	3	4	5	6	7	8	9	10

7. Considering all of your expectations, to what extent have the senior centers fallen short of your expectations or exceeded your expectations? (Circle one answer)

<u>Falls Short of Expectations</u>							<u>Exceeds Expectations</u>		
1	2	3	4	5	6	7	8	9	10

8. If asked, how willing would you be to say positive or good things about the job the senior centers are doing in offering programs and services for all county residents? (Circle one answer)

<u>Not at all Willing</u>							<u>Very Willing</u>		
1	2	3	4	5	6	7	8	9	10

Please tell us a bit about yourself....

9. To what extent has your participation in the senior center programs and services impacted your ability to do the following? Use a 10-point scale on which "1" means "no impact" and 10 means "significant impact." (Circle one answer for each item)

Social/interaction with peers

<u>No Impact</u>							<u>Significant Impact</u>			
1	2	3	4	5	6	7	8	9	10	Don't use for this

Connection to the community

<u>No Impact</u>							<u>Significant Impact</u>			
1	2	3	4	5	6	7	8	9	10	Don't use for this

Involvement in the community

<u>No Impact</u>							<u>Significant Impact</u>			
1	2	3	4	5	6	7	8	9	10	Don't use for this

Health (fitness and wellness)

<u>No Impact</u>							<u>Significant Impact</u>			
1	2	3	4	5	6	7	8	9	10	Don't use for this

Involvement in healthy activities (e.g. eating well, being physically active)

<u>No Impact</u>							<u>Significant Impact</u>			
1	2	3	4	5	6	7	8	9	10	Don't use for this

Knowledge of how to lead a healthy lifestyle

<u>No Impact</u>							<u>Significant Impact</u>			
1	2	3	4	5	6	7	8	9	10	Don't use for this

Knowledge of available services

<u>No Impact</u>							<u>Significant Impact</u>			
1	2	3	4	5	6	7	8	9	10	Don't use for this

Access to available services

<u>No Impact</u>							<u>Significant Impact</u>			
1	2	3	4	5	6	7	8	9	10	Don't use for this

Involvement in meaningful activities

<u>No Impact</u>							<u>Significant Impact</u>			
1	2	3	4	5	6	7	8	9	10	Don't use for this

10. How do you get to the senior center? (Choose your primary form of transportation)

- 1 Drive
- 2 Center transportation
- 3 Fastran
- 4 Public transportation
- 5 Walk/Bicycle
- 6 Other: _____

11. **What is your home ZIP Code?** _____

12. **What is the primary language you speak in your home?**

13. **What is your age?** (Choose one answer)

- 1 Under 19 years
- 2 19-34 years
- 3 35-54 years
- 4 55-74 years
- 5 75 years or older

14. **What is your gender?** (Choose one answer)

- 1 Female
- 2 Male
- 3 Other: _____

15. **Which category describes you?** (Choose all that apply)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic, Latino, or Spanish Origin
- 5 Middle Eastern or North African
- 6 Native Hawaiian or Other Pacific Islander

- 7 White
- 8 Other: _____

16. **What is your total household income before taxes?** (Choose one answer)

- 1 Under \$15,000
- 2 \$15,000 - \$24,999
- 3 \$25,000 - \$34,999
- 4 \$35,000 - \$49,999
- 5 \$50,000 - \$74,999
- 6 \$75,000 - \$99,999
- 7 \$100,000 - \$149,999
- 8 \$150,000 or more

Thank you for your help!

If you have misplaced your return envelope,
please mail the completed survey to:

CSR
PO Box 400767
Charlottesville VA 22904-4767

For questions about NCS contact Kristen Lasich at
Kristen.Lasich@fairfaxcounty.gov or 703-324-5306
TTY 711.

For questions about the survey process contact Kara
Fitzgibbon at karaf@virginia.edu or 434-243-5224.

Customer Satisfaction Survey Human Services Transportation

Fairfax County Department of Neighborhood and Community Services (NCS) would like your opinion about the services provided to you by its Human Services Transportation unit (i.e., Fastran and taxi vouchers). The purpose of this research is to help us improve our services to you and other people like you. Your answers are voluntary, but your opinions are very important. Your response will be completely confidential. Please take 10 minutes to help us out.

If you prefer to complete the survey online, you can access the questionnaire at:

<https://csr.coopercenter.org/NCS2019HST>

Your survey code number is: [CSRID]

1. **Which best describes your participation in services provided by Human Services Transportation?** (Choose one answer)

- 1 Occasional (e.g. every once in a while)
- 2 Seasonal (e.g. summer only, just for a specific time period)
- 3 Regular (e.g. year-round)

2. **Which services do you use?** (Choose all that apply)

- 1 FASTRAN
- 2 Head Start Transportation
- 3 Taxi Voucher Program (Dial-A-Ride, Seniors on the Go, Taxi Access)

3. **For how long have you used Human Services Transportation Services?** (Choose one answer)

- 1 Less than 1 year
- 2 1 to 2 years
- 3 3 to 5 years
- 4 6 to 9 years
- 5 10 or more years

4. **Which of the following do Human Services Transportation help you access?** (Choose all that apply)

- 1 Health care
- 2 Work
- 3 Senior Centers
- 4 Family and friends
- 5 Essential shopping
- 6 School
- 7 Other: _____

IF YOU USE ONLY TAXI VOUCHER PROGRAM(S) (DIAL-A-RIDE, SENIORS ON THE GO, TAXI ACCESS), PLEASE SKIP TO QUESTION 6.

5. Please consider all of your experiences in the past year with the Human Services Transportation. Using a 10-point scale on which “1” means “very dissatisfied and 10 means “very satisfied,” how satisfied are you with the following items? (Circle one answer for each item)

	<u>Very Dissatisfied</u>										<u>Very Satisfied</u>
Vehicle appearance and cleanliness	1	2	3	4	5	6	7	8	9	10	don't know
Vehicle safety	1	2	3	4	5	6	7	8	9	10	don't know
Condition of vehicle	1	2	3	4	5	6	7	8	9	10	don't know
Quality of drivers (e.g., attitude, skill, professionalism)	1	2	3	4	5	6	7	8	9	10	don't know

6. Please consider all of your experiences in the past year with Human Services Transportation staff. Using a 10-point scale on which “1” means “very dissatisfied and 10 means “very satisfied,” how satisfied are you with the staff? (Circle one answer for each item)

	<u>Very Dissatisfied</u>										<u>Very Satisfied</u>
Responding to you in a timely manner	1	2	3	4	5	6	7	8	9	10	don't know
Treating you with respect	1	2	3	4	5	6	7	8	9	10	don't know
Listening and acting on your ideas	1	2	3	4	5	6	7	8	9	10	don't know
Answering telephone calls quickly	1	2	3	4	5	6	7	8	9	10	don't know
Resolving complaints	1	2	3	4	5	6	7	8	9	10	don't know
Knowledge of available services	1	2	3	4	5	6	7	8	9	10	don't know

Continued on back



7. We would now like you to rate your overall satisfaction with Human Services Transportation. (Circle one answer)

<u>Very Dissatisfied</u>					<u>Very Satisfied</u>				
1	2	3	4	5	6	7	8	9	10

8. Considering all of your expectations, to what extent have Human Services Transportation fallen short of your expectations or exceeded your expectations? (Circle one answer)

<u>Falls Short of Expectations</u>					<u>Exceeds Expectations</u>				
1	2	3	4	5	6	7	8	9	10

9. If asked, how willing would you be to say positive or good things about the job Human Services Transportation is doing in offering programs and services for all county residents? (Circle one answer)

<u>Not at all Willing</u>					<u>Very Willing</u>				
1	2	3	4	5	6	7	8	9	10

Please tell us a bit about yourself....

10. To what extent has your participation in Human Services Transportation services impacted your ability to do the following? Use the following 10-point scale on which "1" means "no impact" and 10 means "significant impact." (Circle one answer for each item)

Access Healthcare

<u>No Impact</u>					<u>Significant Impact</u>					
1	2	3	4	5	6	7	8	9	10	Don't use for this

Participate in healthy activities

<u>No Impact</u>					<u>Significant Impact</u>					
1	2	3	4	5	6	7	8	9	10	Don't use for this

Connect with people and services in the community

<u>No Impact</u>					<u>Significant Impact</u>					
1	2	3	4	5	6	7	8	9	10	Don't use for this

Social/interact with peers

<u>No Impact</u>					<u>Significant Impact</u>					
1	2	3	4	5	6	7	8	9	10	Don't use for this

Reside in my home

<u>No Impact</u>					<u>Significant Impact</u>					
1	2	3	4	5	6	7	8	9	10	Don't use for this

11. What is your home ZIP Code? _____

12. What is the primary language spoken in your home?

13. What is your age? (Choose one answer)

- | | |
|------------------|---------------------|
| 1 Under 19 years | 4 55-74 years |
| 2 19-34 years | 5 75 years or older |
| 3 35-54 years | |

17. What is your gender? (Choose one answer)

- | | |
|----------|----------------|
| 1 Female | 3 Other: _____ |
| 2 Male | |

14. Which category describes you? (Choose all that apply)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic, Latino, or Spanish Origin
- 5 Middle Eastern or North African
- 6 Native Hawaiian or Other Pacific Islander
- 7 White
- 8 Other: _____

15. What is your total household income before taxes? (Choose one answer)

- | | |
|-----------------------|-------------------------|
| 1 Under \$15,000 | 5 \$50,000 - \$74,999 |
| 2 \$15,000 - \$24,999 | 6 \$75,000 - \$99,999 |
| 3 \$25,000 - \$34,999 | 7 \$100,000 - \$149,999 |
| 4 \$35,000 - \$49,999 | 8 \$150,000 or more |

Thank you for your help!

If you have misplaced your return envelope, please mail the completed survey to:

CSR
PO Box 400767
Charlottesville VA 22904-4767

For questions about NCS contact Kristen Lasich at
Kristen.Lasich@FairfaxCounty.gov or 703-324-5306
TTY 711.

For questions about the survey process contact Kara
Fitzgibbon at karaf@virginia.edu or 434-243-5224.

Customer Satisfaction Survey Community Centers

Fairfax County Department of Neighborhood and Community Services (NCS) would like your opinion about the services provided to you at its **community centers**. The purpose of this research is to help us improve our services to you and other people like you. Your answers are voluntary, but your opinions are very important. Your response will be completely anonymous. Please take 10 minutes to help us out.

If you prefer to complete the survey online, you can access the questionnaire by visiting <https://csr.coopercenter.org/NCS2019CC>

- | | | | | | | | | | | | |
|--|--|------------|--------|-----------------|--------------|---------------|-------------|--------------|------------|-------------|--|
| <p>1. Which best describes your participation in programs at the community centers? (Choose only one answer)</p> <ul style="list-style-type: none"> 1 Occasional (e.g. special events, every once in a while) 2 Seasonal (e.g. summer only, basketball league) 3 Regular (e.g. year-round) | <p>2. Which community center do you primarily use? (Choose only one answer)</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1 Bailey's</td> <td style="width: 50%;">6 Mott</td> </tr> <tr> <td>2 David R. Pinn</td> <td>7 Providence</td> </tr> <tr> <td>3 Gum Springs</td> <td>8 Southgate</td> </tr> <tr> <td>4 Huntington</td> <td>9 Willston</td> </tr> <tr> <td>5 James Lee</td> <td></td> </tr> </table> | 1 Bailey's | 6 Mott | 2 David R. Pinn | 7 Providence | 3 Gum Springs | 8 Southgate | 4 Huntington | 9 Willston | 5 James Lee | |
| 1 Bailey's | 6 Mott | | | | | | | | | | |
| 2 David R. Pinn | 7 Providence | | | | | | | | | | |
| 3 Gum Springs | 8 Southgate | | | | | | | | | | |
| 4 Huntington | 9 Willston | | | | | | | | | | |
| 5 James Lee | | | | | | | | | | | |

- 3. Please consider all of your experiences in the past year with the community centers. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the following services? (Circle one answer for each item)**

	<u>Very Dissatisfied</u>					<u>Very Satisfied</u>					
	1	2	3	4	5	6	7	8	9	10	
Computer Clubhouses	1	2	3	4	5	6	7	8	9	10	N/A
RecQuest	1	2	3	4	5	6	7	8	9	10	N/A
Exercise/Fitness/Health Programs	1	2	3	4	5	6	7	8	9	10	N/A
Sports Programs	1	2	3	4	5	6	7	8	9	10	N/A
Dance/Drama/Arts Programs	1	2	3	4	5	6	7	8	9	10	N/A
Community Events	1	2	3	4	5	6	7	8	9	10	N/A
Field Trips	1	2	3	4	5	6	7	8	9	10	N/A
Senior Programs	1	2	3	4	5	6	7	8	9	10	N/A
Teen Programs	1	2	3	4	5	6	7	8	9	10	N/A
Self-Directed Activities	1	2	3	4	5	6	7	8	9	10	N/A

- 4. Please consider all of your experiences in the past year with the community centers. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the following items? (Circle one answer for each item)**

	<u>Very Dissatisfied</u>					<u>Very Satisfied</u>					
	1	2	3	4	5	6	7	8	9	10	
Selection of programs and services	1	2	3	4	5	6	7	8	9	10	don't know
Facility appearance and cleanliness	1	2	3	4	5	6	7	8	9	10	don't know
Facility safety	1	2	3	4	5	6	7	8	9	10	don't know
Condition of equipment	1	2	3	4	5	6	7	8	9	10	don't know
Availability of equipment	1	2	3	4	5	6	7	8	9	10	don't know
Access to computer technology	1	2	3	4	5	6	7	8	9	10	don't know
Ability to be involved in planning new activities and programs	1	2	3	4	5	6	7	8	9	10	don't know
Volunteer opportunities/experiences	1	2	3	4	5	6	7	8	9	10	don't know
Community Service/Advisory Council	1	2	3	4	5	6	7	8	9	10	don't know

- 5. Please consider all of your experiences in the past year with the community centers' staff. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the staff? (Circle one answer for each item)**

	<u>Very Dissatisfied</u>					<u>Very Satisfied</u>					
	1	2	3	4	5	6	7	8	9	10	
Responding to you in a timely manner	1	2	3	4	5	6	7	8	9	10	don't know
Treating you with respect	1	2	3	4	5	6	7	8	9	10	don't know
Listening and acting on your ideas	1	2	3	4	5	6	7	8	9	10	don't know
Resolving complaints	1	2	3	4	5	6	7	8	9	10	don't know



6. We would now like you to rate your overall satisfaction with the community centers. (Circle one answer)

<u>Very Dissatisfied</u>								<u>Very Satisfied</u>	
1	2	3	4	5	6	7	8	9	10

7. Considering all of your expectations, to what extent have the community centers fallen short of your expectations or exceeded your expectations (Circle one answer)

<u>Falls Short of Expectations</u>							<u>Exceeds Expectations</u>		
1	2	3	4	5	6	7	8	9	10

8. If asked, how willing would you be to say positive or good things about the job the community centers are doing in offering programs and services for all county residents? (Circle one answer)

<u>Not at all Willing</u>							<u>Very Willing</u>		
1	2	3	4	5	6	7	8	9	10

Please tell us a bit about yourself....

9. To what extent has your participation in the community center programs and services impacted your ability to do the following? Use the following 10-point scale on which "1" means "no impact" and 10 means "significant impact." (Circle one answer for each item)

Socialization/interaction with peers

<u>No Impact</u>								<u>Significant Impact</u>	
1	2	3	4	5	6	7	8	9	10

Connection to the community

<u>No Impact</u>								<u>Significant Impact</u>	
1	2	3	4	5	6	7	8	9	10

Involvement in the community

<u>No Impact</u>								<u>Significant Impact</u>	
1	2	3	4	5	6	7	8	9	10

Health (fitness and wellness)

<u>No Impact</u>								<u>Significant Impact</u>	
1	2	3	4	5	6	7	8	9	10

Involvement with healthy activities (e.g. eating well, being physically active)

<u>No Impact</u>								<u>Significant Impact</u>	
1	2	3	4	5	6	7	8	9	10

Knowledge of available services

<u>No Impact</u>								<u>Significant Impact</u>	
1	2	3	4	5	6	7	8	9	10

Access to available services

<u>No Impact</u>								<u>Significant Impact</u>	
1	2	3	4	5	6	7	8	9	10

Knowledge of how to lead a healthy lifestyle

<u>No Impact</u>								<u>Significant Impact</u>		Don't use for this
1	2	3	4	5	6	7	8	9	10	

Involvement in meaningful activities

<u>No Impact</u>								<u>Significant Impact</u>		Don't use for this
1	2	3	4	5	6	7	8	9	10	

10. How do you get to the community center? (Choose your primary form of transportation)

- | | |
|-------------------------|-------------------------|
| 1 Drive | 4 Public transportation |
| 2 Center transportation | 5 Walk/Bicycle |
| 3 Fastran | 6 Other: _____ |

11. What is your home ZIP Code? _____

12. What is the primary language you speak in your home?

18. What is your gender? (Choose one answer)

- | | |
|----------|----------------|
| 1 Female | 3 Other: _____ |
| 2 Male | |

13. Which category describes you? (Choose all that apply)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic, Latino, or Spanish Origin
- 5 Middle Eastern or North African
- 6 Native Hawaiian or Other Pacific Islander
- 7 White
- 8 Other: _____

14. What is your age? (Choose one answer)

- | | |
|--------------------------------|---------------------|
| 1 Under 19 years (skip to Q18) | 4 55-74 years |
| 2 19-34 years | 5 75 years or older |
| 3 35-54 years | |

15. What is your total household income before taxes? (Choose one answer)

- | | |
|-----------------------|-------------------------|
| 1 Under \$15,000 | 5 \$50,000 - \$74,999 |
| 2 \$15,000 - \$24,999 | 6 \$75,000 - \$99,999 |
| 3 \$25,000 - \$34,999 | 7 \$100,000 - \$149,999 |
| 4 \$35,000 - \$49,999 | 8 \$150,000 or more |

Only if you are under 19 years old, answer questions 18 and 19.

16. What grade will you be in this fall? _____

17. Do you qualify for free or reduced price meals at school?

(Choose one answer)

- 1 Yes
- 2 No
- 3 Not sure

Thank you for your help!

If you need to mail the completed survey, mail to:
CSR

PO Box 400767

Charlottesville VA 22904-4767

For questions about NCS contact Kristen Lasich at
Kristen.Lasich@FairfaxCounty.gov or 703-324-5306 TTY
711.

For questions about the survey process contact Kara
Fitzgibbon at karaf@virginia.edu or 434-243-5224.

**Satisfaction Survey
in Centers**

NCS would like your opinion about the services provided to you at its teen centers to you and other people like you. Your answers are voluntary, but your responses are completely confidential. Please take 10 minutes to help us out.

Take the questionnaire by visiting <https://csr.coopercenter.org/NCS2019Teen>

1. Which best describes your participation in programs at the teen centers? (Choose only one answer)

- 1 Occasional (e.g. special events, every once in a while)
- 2 Seasonal (e.g. summer only, class)
- 3 Regular (e.g. year-round)

2. Which teen center do you primarily use? (Choose only one answer)

- 1 Glasgow Middle School
- 2 Graham Road Com Bldg
- 3 James Lee Teen Center
- 4 Herndon Middle School
- 5 Irving Middle School
- 6 Key Middle School
- 7 London Towne ES
- 8 McNair Farms ES
- 9 Mott Teen Center
- 10 Reston Teen Center
- 11 South County MS
- 12 South County TC

3. Please consider all of your experiences in the past year with the teen centers. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the following services? (Circle one answer for each item)

	Very Dissatisfied										Very Satisfied	
Computer Clubhouses	1	2	3	4	5	6	7	8	9	10	N/A	
Teen Camps	1	2	3	4	5	6	7	8	9	10	N/A	
Exercise/Fitness/Health Programs	1	2	3	4	5	6	7	8	9	10	N/A	
Sports Programs	1	2	3	4	5	6	7	8	9	10	N/A	
Dance/Drama/Arts Programs	1	2	3	4	5	6	7	8	9	10	N/A	
Community Events	1	2	3	4	5	6	7	8	9	10	N/A	
Field Trips	1	2	3	4	5	6	7	8	9	10	N/A	
Teen Programs	1	2	3	4	5	6	7	8	9	10	N/A	
Self-Directed Activities	1	2	3	4	5	6	7	8	9	10	N/A	

4. Please consider all of your experiences in the past year with the teen centers. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the following items? (Circle one answer for each item)

	Very Dissatisfied										Very Satisfied	
Selection of programs and services	1	2	3	4	5	6	7	8	9	10	don't know	
Facility appearance and cleanliness	1	2	3	4	5	6	7	8	9	10	don't know	
Facility safety	1	2	3	4	5	6	7	8	9	10	don't know	
Condition of equipment	1	2	3	4	5	6	7	8	9	10	don't know	
Availability of equipment	1	2	3	4	5	6	7	8	9	10	don't know	
Access to computer technology	1	2	3	4	5	6	7	8	9	10	don't know	
Ability to be involved in planning new activities and programs	1	2	3	4	5	6	7	8	9	10	don't know	
Volunteer opportunities/experiences	1	2	3	4	5	6	7	8	9	10	don't know	
Community Service/Advisory Council	1	2	3	4	5	6	7	8	9	10	don't know	

5. Please consider all of your experiences in the past year with the teen centers' staff. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the staff? (Circle one answer for each item)

Very Dissatisfied Very Satisfied

Responding to you in a timely manner	1	2	3	4	5	6	7	8	9	10	don't know
Treating you with respect	1	2	3	4	5	6	7	8	9	10	don't know
Listening and acting on your ideas	1	2	3	4	5	6	7	8	9	10	don't know
Resolving complaints	1	2	3	4	5	6	7	8	9	10	don't know

Continued on back



6. We would now like you to rate your overall satisfaction with the teen centers. (Circle one answer)

Very Dissatisfied Very Satisfied
 1 2 3 4 5 6 7 8 9 10

7. Considering all of your expectations, to what extent have the teen centers fallen short of your expectations or exceeded your expectations? (Circle one answer)

Falls Short of Expectations Exceeds Expectations
 1 2 3 4 5 6 7 8 9 10

8. If asked, how willing would you be to say positive or good things about the job the teen centers are doing in offering programs and services for all county residents? (Circle one answer)

Not at all Willing Very Willing
 1 2 3 4 5 6 7 8 9 10

Please tell us a bit about yourself....

9. To what extent has your participation in the teen center programs and services impacted your ability to do the following? Use a 10-point scale on which "1" means "no impact" and 10 means "significant impact." (Circle one answer for each item)

Socialization/interaction with peers

No Impact Significant Impact
 1 2 3 4 5 6 7 8 9 10 Don't use for this

Connection to the community

No Impact Significant Impact
 1 2 3 4 5 6 7 8 9 10 Don't use for this

Involvement in the community

No Impact Significant Impact
 1 2 3 4 5 6 7 8 9 10 Don't use for this

Health (fitness and wellness)

No Impact Significant Impact
 1 2 3 4 5 6 7 8 9 10 Don't use for this

Involvement in healthy activities (e.g. eating well, being physically active)

No Impact Significant Impact
 1 2 3 4 5 6 7 8 9 10 Don't use for this

Knowledge of available services

No Impact Significant Impact
 1 2 3 4 5 6 7 8 9 10 Don't use for this

Access to available services

No Impact Significant Impact
 1 2 3 4 5 6 7 8 9 10 Don't use for this

Knowledge of how to lead a healthy lifestyle

No Impact Significant Impact
 1 2 3 4 5 6 7 8 9 10 Don't use for this

10. How do you get to the teen center? (Choose your primary form of transportation)

- | | |
|-------------------------|-------------------------|
| 1 Drive | 4 Public transportation |
| 2 Center transportation | 5 Walk/Bicycle |
| 3 Fastran | 6 Other: _____ |

11. What is your home ZIP Code? _____

12. What is the primary language you speak in your home?

19. What is your gender? (Choose one answer)

- | | |
|----------|----------------|
| 1 Female | 3 Other: _____ |
| 2 Male | |

13. Which category describes you? (Choose all that apply)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic, Latino, or Spanish Origin
- 5 Middle Eastern or North African
- 6 Native Hawaiian or Other Pacific Islander
- 7 White
- 8 Other: _____

14. What is your age? (Choose one answer)

- | | |
|------------------|---------------------|
| 1 Under 13 years | 3 16-18 years |
| 2 13-15 years | 4 19 years or older |

Only if you are under 19 years old, answer questions 17 and 18.

15. What grade will you be in this fall? _____

16. Do you qualify for free or reduced price meals at school?

(Choose one answer)

- 1 Yes
- 2 No
- 3 Not sure

Thank you for your help!

If you need to mail the completed survey, mail to:

CSR
PO Box 400767
Charlottesville VA 22904-4767

For questions about NCS contact Kristen Lasich at
Kristen.Lasich@FairfaxCounty.gov or 703-324-5306
TTY 711.

For questions about the survey process contact Kara
Fitzgibbon at karaf@virginia.edu or 434-243-5224.

Satisfaction Survey of NCS and Community Technology Programs [CTPs]

(NCS) would like your opinion about the services provided to you at its **Community Technology Programs [CTPs]**. The purpose of this research is to help us understand your experiences. Your responses are voluntary, but your opinions are very important. Your response will be confidential. *If you prefer to complete the survey online, you can access the questionnaire by clicking on the link below.*

1. Which best describes your participation in programs at the tech centers? (Choose only one answer)

- 1 Occasional (e.g. special events, every once in a while)
- 2 Seasonal (e.g. summer only, class)
- 3 Regular (e.g. year-round)

2. Which tech center do you primarily use? (Choose only one answer)

- | | |
|-------------------------|-----------------------|
| 1 Bailey's Clubhouse | 6 Mott Clubhouse |
| 2 Chantilly CTP | 7 Providence CTP |
| 3 Gum Springs Clubhouse | 8 Reston CTP |
| 4 James Lee Clubhouse | 9 Southgate Clubhouse |
| 5 Kingsley Commons CTP | 10 Wilson Clubhouse |
| | 11 Yorkville CTP |

3. Please consider all of your experiences in the past year with the tech centers. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the following services? (Circle one answer for each item)

	Very Dissatisfied										Very Satisfied	
	1	2	3	4	5	6	7	8	9	10	N/A	N/A
Art Programs	1	2	3	4	5	6	7	8	9	10	N/A	N/A
Community Events	1	2	3	4	5	6	7	8	9	10	N/A	N/A
Creative Projects	1	2	3	4	5	6	7	8	9	10	N/A	N/A
Field Trips	1	2	3	4	5	6	7	8	9	10	N/A	N/A
Robotics Programs	1	2	3	4	5	6	7	8	9	10	N/A	N/A
Self-Directed Activities	1	2	3	4	5	6	7	8	9	10	N/A	N/A
Skill Building (Software/Hardware)	1	2	3	4	5	6	7	8	9	10	N/A	N/A

4. Please consider all of your experiences in the past year with the tech centers. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the following items? (Circle one answer for each item)

	Very Dissatisfied										Very Satisfied	
	1	2	3	4	5	6	7	8	9	10	don't know	don't know
Selection of programs and services	1	2	3	4	5	6	7	8	9	10	don't know	don't know
Facility appearance and cleanliness	1	2	3	4	5	6	7	8	9	10	don't know	don't know
Facility safety	1	2	3	4	5	6	7	8	9	10	don't know	don't know
Variety of equipment available (tablets, 3D printers, Google glasses etc.)	1	2	3	4	5	6	7	8	9	10	don't know	don't know
Condition of equipment	1	2	3	4	5	6	7	8	9	10	don't know	don't know
Availability of equipment	1	2	3	4	5	6	7	8	9	10	don't know	don't know
Access to computers (lab hours)	1	2	3	4	5	6	7	8	9	10	don't know	don't know
Access to new software	1	2	3	4	5	6	7	8	9	10	don't know	don't know

Ability to be involved in planning new activities and programs	1	2	3	4	5	6	7	8	9	10	don't know
Volunteer opportunities/experiences	1	2	3	4	5	6	7	8	9	10	don't know

5. Please consider all of your experiences in the past year with the tech centers' staff. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the staff? (Circle one answer for each item)

	Very Dissatisfied										Very Satisfied
Knowledge of software/ technology/ tools in the lab	1	2	3	4	5	6	7	8	9	10	don't know
Responding to you in a timely manner	1	2	3	4	5	6	7	8	9	10	don't know
Treating you with respect	1	2	3	4	5	6	7	8	9	10	don't know
Listening and acting on your ideas	1	2	3	4	5	6	7	8	9	10	don't know
Resolving complaints	1	2	3	4	5	6	7	8	9	10	don't know
Ability to help with homework /class related projects	1	2	3	4	5	6	7	8	9	10	don't know

Continued on back 

6. We would now like you to rate your overall satisfaction with the tech centers. (Circle one answer)

1 2 3 4 5 6 7 8 9 10 Don't use for this

Very Dissatisfied 1 2 3 4 5 6 7 8 Very Satisfied 9 10

Confidence in using technology

No Impact 1 2 3 4 5 6 7 8 Significant Impact 9 10 Don't use for this

7. Considering all of your expectations, to what extent have the tech centers fallen short of your expectations or exceeded your expectations? (Circle one answer)

Knowledge of STEM related fields or careers

No Impact 1 2 3 4 5 6 7 8 Significant Impact 9 10 Don't use for this

Falls Short of Expectations 1 2 3 4 5 6 7 8 Exceeds Expectations 9 10

Interest in attending college or degree program

No Impact 1 2 3 4 5 6 7 8 Significant Impact 9 10 Don't use for this

8. If asked, how willing would you be to say positive or good things about the job the tech centers are doing in offering programs and services for all county residents? (Circle one answer)

Not at all Willing 1 2 3 4 5 6 7 8 Very Willing 9 10

10. How do you get to the tech center? (Choose your primary form of transportation)

- | | |
|-------------------------|-------------------------|
| 1 Drive | 4 Public transportation |
| 2 Center transportation | 5 Walk/Bicycle |
| 3 Fastran | 6 Other: _____ |

Please tell us a bit about yourself....

9. To what extent has your participation in tech center programs and services impacted your ability to do the following? Use a 10-point scale on which "1" means "no impact" and 10 means "significant impact." (Circle one answer for each item)

11. What is your home ZIP Code? _____

12. What is the primary language you speak in your home?

Socialization/interaction with peers (skills and ability to work with others, teamwork)

No Impact 1 2 3 4 5 6 7 8 Significant Impact 9 10 Don't use for this

20. What is your gender? (Choose one answer)

- | | |
|----------|----------------|
| 1 Female | 3 Other: _____ |
| 2 Male | |

Connection to the community (community-based projects)

No Impact 1 2 3 4 5 6 7 8 Significant Impact 9 10 Don't use for this

13. Which category describes you? (Choose all that apply)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic, Latino, or Spanish Origin

Involvement in the community

No Impact Significant Impact

- 5 Middle Eastern or North African
- 6 Native Hawaiian or Other Pacific Islander
- 7 White
- 8 Other: _____

14. **What is your age?** (*Choose one answer*)

- 1 8–12 years
- 2 13-15 years
- 3 16-18 years
- 4 19 years or older

Only if you are under 19 years old, answer questions 17 and 18.

15. **What grade will you be in this fall?** _____

16. **Do you qualify for free or reduced price meals at school?**

(*Choose one answer*)

- 1 Yes
- 2 No
- 3 Not sure

Thank you for your help!

If you need to mail the completed survey, mail to:

CSR
PO Box 400767
Charlottesville VA 22904-4767

For questions about NCS contact Kristen Lasich at
Kristen.Lasich@FairfaxCounty.gov or 703-324-5306
TTY 711.

For questions about the survey process contact Kara
Fitzgibbon at karaf@virginia.edu or 434-243-5224.